



Job Title: IT Systems Specialist

About North Atlantic

North Atlantic is a diverse and growing, province-wide leader in retail gas and convenience, residential, commercial, and wholesale fuels. For over 30 years, we've built our reputation on quality products, extraordinary service, and support for local communities. With our *people first* approach, North Atlantic looks for dynamic individuals who take initiative and who are committed to fostering a strong team environment. We want people who are known for their positive attitude, genuine communications, and personal drive.

As we advance our business for the future, North Atlantic is driven to developing efficient and green energy solutions aligned to the needs of the world in which we live. Committed to sustainable and responsible business practices, we're driving industry forward, supporting new skills and new jobs for this ever-evolving landscape.

For more information about the North Atlantic, please visit www.northatlantic.ca

Position Overview

North Atlantic is seeking an enthusiastic individual to join our dynamic IT team to help develop and improve the security strategy. Focusing on information technology security practices, risk management and applying effective governance, you are highly motivated who keeps current with IT industry trends especially in the security sector. You will take part in and often manage IT security projects with focus on informing business stakeholders of its importance and impact on the entire business.

North Atlantic is growing its business and in turn the IT landscape is expanding. It is imperative you aim to innovate, advance, and push yourself by showing initiative and dedication. You must have a natural interest in emerging security trends and influence on our industry.

Duties and Responsibilities:

- Work closely with the IT Manager and Network & Security Manager to improve and build upon North Atlantic's security platform including:
 - Evolving or introducing new systems, policies and procedures
 - Governing the security platform
 - Planning, developing and coordinating the implementation of security controls to comply with various laws and regulations, as well as industry standards and compliances
 - Monitoring IT security exceptions
 - Monitoring day to day security risk and mitigation activities
 - Ensuring optimum network security for all endpoint, mobile, network and cloud solutions
 - Documenting security breaches, assessing the damage, establishing next steps and working through remediation
 - Penetration/vulnerability testing



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- Assist Network & Security Manager with the following Network activities:
 - Administer and support networks, servers and storage
 - Patch, monitor and troubleshoot all systems
 - Recommend solutions and identify opportunities to improve systems
 - Track user issues, generate sys log reports and request and track changes to production services
 - Assist in planning, development, testing, installation and support of data management systems
 - Documentation for system configurations and operational procedures
 - Maintain operational status of production application systems
 - Configure systems and security so data is protected by secure means
- Mirror colleagues in supporting employees and systems consisting of:
 - Day to day troubleshooting endpoints, printers and operating systems
 - Connectivity issues
 - Deploying endpoints
 - Maintaining a high degree of customer service
- Occasionally required to work outside of normal business hours
- Other duties as required

Characteristics/Experience Qualifications:

- 5-7 years of experience including a combination of at least a 3 year Diploma and professional work experience in a related field
- Strong analytical, problem solving and technical skills
- Prioritize and distribute work to deliver objectives on time and to the highest standard
- Provide effective consultation and advice on non-straightforward and/or complex issues
- Actively participate in project team meetings
- Effective time management skills.
- Strong verbal and written skills
- Highly motivated individual who keeps current with IT industry trends especially in the security sector
- Ability to solve IT problems that are often vague with many unknowns
- Identify opportunities to improve the effectiveness and efficiency of work processes
- Appropriately assesses risks before making a decision
- Contribute to the creation and evaluation of possible solutions

Technical Qualifications:

- Demonstrated technical work experience in the field of IT in technologies:
 - Microsoft Windows Server
 - Active Directory Domain Services
 - Networking (DHCP, DNS, Routing, Firewall, VLANs)
 - Network Security
 - Print services
 - Microsoft Office suite including the Outlook client in Microsoft 365
- Experience with troubleshooting and maintaining Virtual Environments



- Experience with troubleshooting and maintaining databases (e.g. MS SQL)
- The ability to communicate well with technical and non-technical contacts
- Experience supporting MAC users is mandatory
- Experience supporting Windows OS is mandatory
- Nice to have :
 - Experience with Cyber Security
 - Experience with data backup policies
 - Experience with enterprise software tools (ie: software patching, EDR)
 - Experience with the cloud (ie: Azure)
 - Microsoft Certifications

North Atlantic is committed to Employment Equity. Accommodations during the recruitment process are available upon request for candidates with disabilities.

Diversity, equity, and inclusion are an integral part of our values. We are always striving to build a more equitable, engaging and rewarding workplace by attracting and retaining talented people from a diverse range of backgrounds, cultures and experiences. Our aim is to help everyone reach their full potential and achieve their personal and professional goals.

We offer a competitive compensation and benefits package which include Health and Dental, Wellness Program • Short-Term and Long-Term Disability • Life Insurance • Company Pension Plan with employer contribution • Employee and Family Assistance Program • Free on-site parking • Employee engagement activities

If you are a highly motivated team player, have the qualifications, and are prepared to meet the challenges as outlined, apply by submitting your resume and cover letter to careers@northatlantic.ca